



Medtel Insights

The Medtel Insights portal delivers call reporting data and analytics that enables you to identify trends, analyze activity, and review metrics with actionable information from your phone system.

Get the most out of your Medtel Cloud Phone System with actionable data and information.

Standard Call Reports Include:

- Abandoned
- Answered
- Missed
- Call Detail
- Inbound Calls
- Outbound Calls
- Average Call Duration
- Average Ring Time



How It Works

The Medtel Insights Portal is an easy-to-read dashboard with a real-time view of your Medtel phone system activity.

The Insights Portal offers extensive reporting capabilities with attractive visuals and plenty of options. Reports can be configured to suit your needs, saved to favorites, emailed, and exported all based on your preferences.

The Dashboard view instantly shows you a snapshot of call activity and volume by date and time of day so you can identify peak times and adjust accordingly.

- Identify key trends to improve the customer and employee experience.
- Customizable data in one easy to use tool.
- Accurate, real-time data to help solve problems and assist with decision making.
- Customizable views based on your preferences.